

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	837	763	10%
	Admits	783	769	2%
	Discharges	779	766	2%
	Service Hours	1,283	927	38% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 123 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Access		95%	80%	88%
✓ Outcome		87%	80%	83%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	512	61.0%
	Outpatient	327	39.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	93	11%	8%	Female	492	59%	▲ 41%
26-34	140	17%	19%	Male	344	41%	▼ 59%
35-44	145	17%	25%	Transgender/Other	1	0%	0%
45-54	152	18%	18%				
55-64	191	23%	19%				
65+	109	13%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	349	42%	▼ 64%	White/Caucasian	369	44%	▼ 58%
Hisp-Puerto Rican	167	20%	10%	Other	184	22%	12%
Hispanic-Other	164	20%	11%	Unknown	181	22%	▲ 9%
Unknown	121	14%	14%	Black/African American	83	10%	18%
Hispanic-Mexican	35	4%	1%	Asian	8	1%	1%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	4	0%	1%
				Multiple Races	4	0%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	N/A 98%
Valid TEDS Data	<div><div></div></div>	N/A 26%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div>	N/A 72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	75%	68%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div>●</div> Clients Receiving Services	<div><div></div></div>	N/A	N/A	90%	88%	N/A <div>▼</div>

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

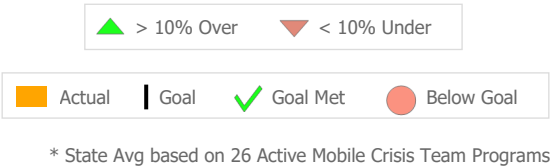
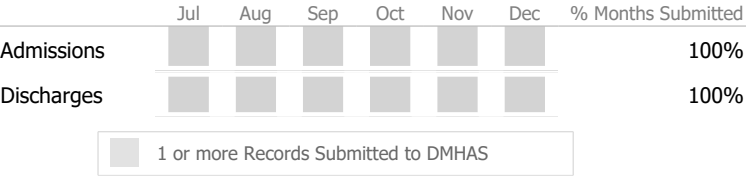
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	112	-11% ▼
Admits	110	145	-24% ▼
Discharges	111	146	-24% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Evaluation within 1.5 hours of Request	<div><div></div></div>	116	96%	90%	79%	6%
● Community Location Evaluation	<div><div></div></div>	96	79%	80%	83%	-1%
✔ Follow-up Service within 48 hours	<div><div></div></div>	59	100%	90%	89%	10%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	138	13% ▲
Admits	213	219	-3%
Discharges	213	220	-3%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Evaluation within 1.5 hours of Request	<div><div></div></div>	203	100%	90%	79%	10%
● Community Location Evaluation	<div><div></div></div>	118	58%	80%	83%	-22% ▼
● Follow-up Service within 48 hours	<div><div></div></div>	109	78%	90%	89%	-12% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✔ Goal Met

● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

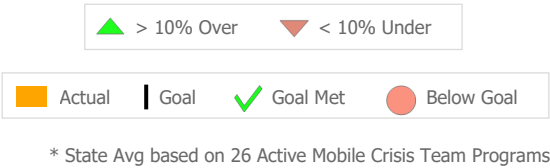
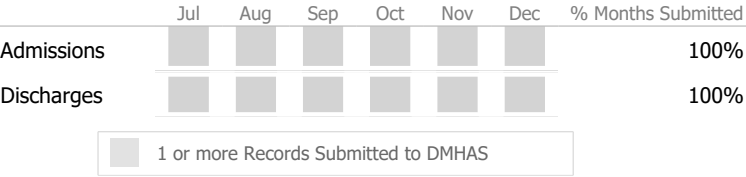
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	107	-7%
Admits	134	203	-34% ▼
Discharges	134	203	-34% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	131	98%	90%	79%	8%
● Community Location Evaluation	<div><div></div></div>	98	74%	80%	83%	-6%
✓ Follow-up Service within 48 hours	<div><div></div></div>	62	97%	90%	89%	7%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	97	49% ▲
Admits	196	100	96% ▲
Discharges	194	100	94% ▲
Service Hours	38	9	

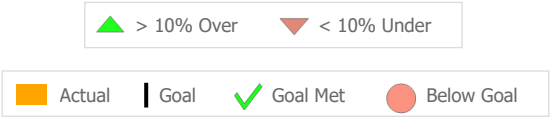
Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	96	99%	90%	79%	9% ▲
✓ Community Location Evaluation	<div><div></div></div>	90	93%	80%	83%	13% ▲
● Follow-up Service within 48 hours	<div><div></div></div>	43	67%	90%	89%	-23% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS



* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	8	-	
Discharges	3	-	
Service Hours	35	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 70%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	47%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	33%	50%	45%	-17%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	6	67%	60%	60%	7%
Employed	<div><div></div></div>	2	22%	30%	24%	-8%
Stable Living Situation	<div><div></div></div>	6	67%	95%	72%	-28%
Improved/Maintained Function Score	<div><div></div></div>	4	100%	75%	43%	25%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	4	80%	90%	76%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	5	63%	75%	81%	-13%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>			67%
Discharges		<div></div>		<div></div>	<div></div>		50%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	1	3100% ▲
Admits	5	-	
Discharges	12	-	
Service Hours	134	1	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	2	17%	50%	45%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	27	93%	75%	43%	18% ▲
Employed	<div><div></div></div>	8	25%	30%	24%	-5%
Social Support	<div><div></div></div>	17	53%	60%	60%	-7%
Stable Living Situation	<div><div></div></div>	26	81%	95%	72%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	27	100%	90%	76%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	5	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							67%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	17	65% ▲
Admits	5	-	
Discharges	2	-	
Service Hours	49	4	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	2	100%	50%	45%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	3	11%	30%	24%	-19% ▼
Social Support	<div><div></div></div>	9	32%	60%	60%	-28% ▼
Improved/Maintained Function Score	<div><div></div></div>	6	25%	75%	43%	-50% ▼
Stable Living Situation	<div><div></div></div>	10	36%	95%	72%	-59% ▼

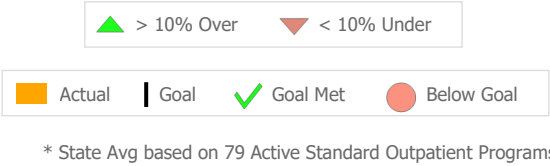
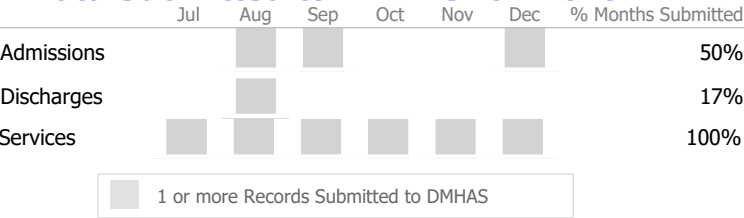
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	8	33%	90%	76%	-57% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	3	60%	75%	81%	-15% ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	30	-30% ▼
Admits	-	4	-100% ▼
Discharges	1	8	-88% ▼
Service Hours	87	126	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	100%	50%	45%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	21	100%	75%	43%	25% ▲
Stable Living Situation	<div><div></div></div>	20	95%	95%	72%	0%
Employed	<div><div></div></div>	4	19%	30%	24%	-11% ▼
Social Support	<div><div></div></div>	10	48%	60%	60%	-12% ▼

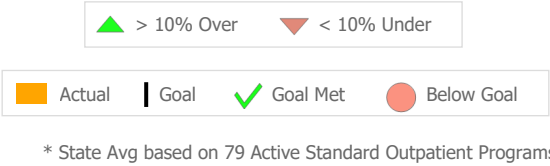
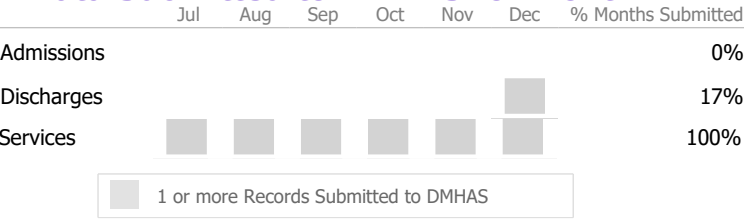
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	21	100%	90%	76%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	N/A	N/A	75%	81%	N/A ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	77	1%
Admits	4	12	-67% ▼
Discharges	8	5	60% ▲
Service Hours	315	239	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	64%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	5	62%	50%	45%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	56	72%	60%	60%	12% ▲
Employed	<div><div></div></div>	27	35%	30%	24%	5%
Improved/Maintained Function Score	<div><div></div></div>	49	65%	75%	43%	-10%
Stable Living Situation	<div><div></div></div>	58	74%	95%	72%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	53	72%	90%	76%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	4	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							67%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	102	-8%
Admits	34	45	-24% ▼
Discharges	36	43	-16% ▼
Service Hours	441	389	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 84%	47%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	8	22%	50%	45%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	34	35%	30%	24%	5%
Stable Living Situation	<div><div></div></div>	95	99%	95%	72%	4%
Social Support	<div><div></div></div>	51	53%	60%	60%	-7%
Improved/Maintained Function Score	<div><div></div></div>	33	45%	75%	43%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	63	100%	90%	76%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	34	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	74	-11%	▼
Admits	1	3	-67%	▼
Discharges	-	4	-100%	▼
Service Hours	185	158	17%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div> 100%	89%
On-Time Periodic			
●	6 Month Updates	<div><div></div></div> 0%	47%
Diagnosis			
✓	Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	36	55%	60%	60%	-5%
Employed	<div><div></div></div>	9	14%	30%	24%	-16% ▼
Stable Living Situation	<div><div></div></div>	36	55%	95%	72%	-40% ▼
Improved/Maintained Function Score	<div><div></div></div>	0	0%	75%	43%	-75% ▼

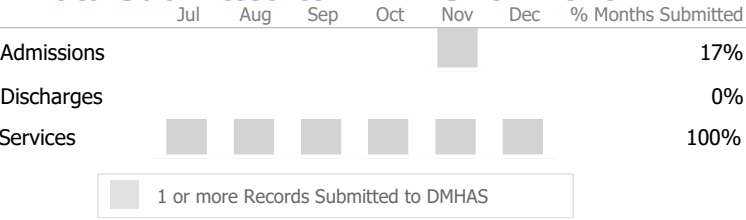
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	35	54%	90%	76%	-36% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	1	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

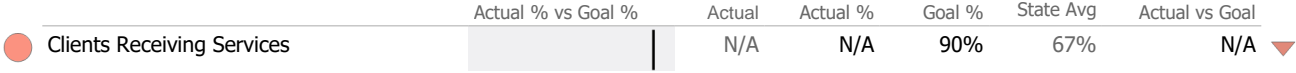
Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	N/A 94%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	N/A 59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	63%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	N/A	N/A	20%	14%	-20% ▼
Social Support	<div><div></div></div>	N/A	N/A	60%	73%	-60% ▼
Stable Living Situation	<div><div></div></div>	N/A	N/A	80%	81%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	N/A	N/A	90%	78%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
	<div><div></div> 1 or more Records Submitted to DMHAS</div>						

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	44	84% ▲
Admits	73	38	92% ▲
Discharges	65	37	76% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	64	91%	90%	79%	1%
✓ Community Location Evaluation	<div><div></div></div>	70	100%	80%	83%	20% ▲
✓ Follow-up Service within 48 hours	<div><div></div></div>	1	100%	90%	89%	10%

Data Submitted to DMHAS for Month

